

Report To: Partnerships Scrutiny Committee

Date of Meeting: 3rd May 2018

Lead Member/Officer: Lead Member for Well-being and Independence/
Head of Community Support Services

Report Author: Principal Manager: Community Support Services

Title: Support Budgets for People with Eligible Care and Support Needs

1. What is the report about?

Support Budgets is the proposed phrase to describe the types of funding that will be made available to individuals who are eligible for a managed care and support plan within Denbighshire. Community Support Services (CSS) have been on a journey for several years to develop all areas of practice in line with the Social Services and Well-Being (Wales) Act 2014 (SSWB Act). The Service is now changing the processes and the approach to the allocation of money to individuals predominantly to increase the choice, voice and control of the people they support.

2. What is the reason for making this report?

To provide information regarding the changes to be made to the allocation of funding to eligible citizens and how those changes might impact on both them and the local care providers as we make the allocation of Support Budgets a default position within CSS

3. What are the Recommendations?

That the Committee confirms that it:

- 3.1 has read and understands the changes to be made and raises any concerns that it might have; and
- 3.2 has read, understood and taken account of the Well-being Impact Assessment (Appendix 1) as part of its consideration.

4. Report details

4.1 Previous Position

The previous way of working for most people who have a care and support package is for social care staff to work with an individual to identify with them and their family/carer what is required by that individual to meet their needs and to make arrangements with a provider of care and support. The individual is financially assessed and informed of the charge they will pay. A contract is put in place between the Council and the provider often based on the time required for the tasks identified

as being needed. The package is reviewed on an annual basis to see if the provider is delivering the hours and care satisfactorily

For some people a Direct Payment has been offered. This is where the money is given directly to the individual to arrange their care and support or other costs agreed in their care and support plan. This often includes the employment of Personal Assistants. In Denbighshire, support to help them be an employer is currently provided by one particular specialist organisation for e.g. a payroll service or specialist HR advice. To date Denbighshire have not managed to promote Direct Payments well and the majority of people who have them are more often than not are younger disabled people.

4.2 Changing Position

The number of people in receipt of a Direct Payment or what was known as Citizen Directed Support on a census date at the end of December 2017 was 82. Once we changed the recording system in PARIS in readiness to reflect the 3 new types of Support Budgets, to use as a baseline measure, there were no additional Local Authority Managed budgets; 1 additional 3rd party managed budget and 15 additional people with a self-managed budget.

Front line staff have already started to have different conversations with citizens, usually described as 'what matters' conversations which means rather than asking what is the matter with them, we ask what matters to them and from that conversation we determine if they are eligible for care and support by applying the resource wheel. This is a tool to ensure we take an asset based approach and maximise the contribution of people's own strengths and the support which might be available from within their family and community. The conversations should now result in identifiable outcomes within a care and support plan that are to be achieved. We are developing processes for commissioning and contracting for outcomes and we now need to take this approach further. The changes include:

- The conversation described above will now also cover the amount of choice and control an individual wants over the delivery of their care and support plan
- A Resource Allocation System (RAS) is being considered to identify an indicative budget for each individual and the individual will be told what that indicative budget will be for the year.
- Depending on the amount of choice and control an individual wants, one of 3 pathways will be chosen; a Local Authority managed budget; a third party managed budget (brokerage) and a self-managed budget (Direct Payment) See flow chart at appendix 2
- The Care and Support Planning should always involve the individual but the facilitation will be different enabling a continuum of available choice and control over this process.
- Authorisation of the Care and Support Plan will be undertaken within CSS to ensure that the proposed plan is legal; is likely to meet the required outcomes; and is likely to be delivered within budget.
- Contracts will need to change and the players will be different than currently.
- The brokerage/specialist support service will no longer be one agency as we have used for many years. This may involve a tender exercise.

- The money is likely to be distributed via a pre-paid card system and our own Financial Assessment Team will be offering a managed account service.
- The performance of providers will be reviewed based on the outcomes that they have managed to achieve with and for the individuals

The money allocated to individuals can be used creatively providing the agreed and desired outcome is achieved. The SSWB Act introduced changes to ensure money can be used more flexibly e.g. people can buy in- house services; and they can employ members of the family. They can even use the money creatively e.g. paying for an air ticket for a member of the family to provide respite care or a season ticket to a football club. Understanding the rationale behind these developments is important given that the funding is coming from the public purse. An example case history demonstrating the benefits is attached as appendix 3.

A project is underway to prepare for these changes and there will be an agreed workforce development and communication strategy.

5. How does the decision contribute to the Corporate Priorities?

The corporate priority relating to the Council working with people and communities to build independence and resilience is at the heart of this development. The concentration on commissioning care and support for outcomes should ensure people are happy, independent and resilient rather than being shoe-horned in to traditional services. In turn this will support carers.

People will be able to shape their communities if they have more choice and control, particularly as employers or whilst working with a 3rd party broker. The concept of the Local Authority managed budgets will build upon providers being commissioned for geographical patches, broadly consistent with the boundaries for the new Community Resource Teams. The positive consequence of this is that it is hoped those providers will start to become an integral part of the health and social care teams in those patches, supporting the delivery of seamless health and social care.

6. What will it cost and how will it affect other services?

The SSWB Act requires growth in this area, however, it is anticipated this development will be managed within existing resources. Commissioning for outcomes is something we need to work with existing providers on. Introducing clearer guidelines for brokerage and specialist support should mean that we will work with a wider group of organisations than the one we currently work with. It is likely that some job roles may change in time and the impact of this will need to be analysed and monitored.

There will need to be changes to IT systems particularly financial and client related records to be able to monitor progress and the impact on the community care budget.

7. What are the main conclusions of the Well-being Impact Assessment?

Although generally regarded as a positive development, the well-being impact assessment has emphasised the need for more in-depth work with partners in particular

- independent sector care providers to ensure they understand and can maximise the opportunities of Support Budgets and
- Health colleagues who will need to understand the new ways of working, particularly as we start to work together in integrated teams.

The assessment has also highlighted the need to promote the positive nature of this development in relation to the Welsh Language....not only for individual Welsh speakers who could employ people within their local Welsh speaking communities but there is also the potential to develop a Welsh speaking brokerage service to work with Higher Education before students drift into failing to speak the language.

8. What consultations have been carried out with Scrutiny and others?

There have been two meetings with independent sector providers where the general concept of Support Budgets has been briefly discussed. The Community Living Support Budget Group has been actively involved and there will be a workshop involving providers and staff on identifying the elements of a good care and support plan for outcome based commissioning. The Service has also been active in sharing positive feedback from individuals who have had Support Budgets more recently enabling flexibility and choice.

This is the first introductory report to Partnerships Scrutiny Committee. The vision for the development of this work is at appendix 4

9. Chief Finance Officer Statement

Moving to support budgets where appropriate should not increase the cost of care packages, indeed in some cases it may result in costs reducing. It will be important to monitor the impact of changes to help inform future planning and assumptions.

10. What risks are there and is there anything we can do to reduce them?

The risk to having less control over the way the budget will be used will be mitigated by robust contract development and monitoring and by having the availability of an in-house managed account Service.

In readiness for what could be a growth of self-managed budgets, we are proposing bringing part of the financial management process in house and by using prepaid cards this will be a means by which the Authority can vet, care and support people and also mitigate the risk of mismanagement of funds. In addition to this, excess or dormant funds can easily be recovered directly by the Authority, where currently we face a slow uncertain outcome when trying to retrieve funds from recipients.

11. Power to make the Decision

Section 7 of the Council's Constitution of the Council's Constitution outlines Scrutiny's powers with respect to policy development and review and the Authority's performance in meeting policy objectives.

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